

# ANNUAL FEDERAL EQUAL EMPLOYMENT OPPORTUNITY STATISTICAL REPORT OF DISCRIMINATION COMPLAINTS

(REPORTING PERIOD BEGINS OCTOBER 1ST AND ENDS SEPTEMBER 30TH)

**AGENCY OR DEPARTMENT:** Executive Office for U.S. Attorneys

**REPORTING PERIOD:** FY 2002

**PART I PRE-COMPLAINT COUNSELING**

**COUNSELING**

71 A. TOTAL NUMBER OF INDIVIDUALS COUNSELED

36 1. NUMBER OF INDIVIDUALS COUNSELED WITHIN 30 DAYS

21 2. NUMBER OF INDIVIDUALS COUNSELED WITHIN 31 TO 90 DAYS

14 3. NUMBER OF INDIVIDUALS COUNSELED BEYOND 90 DAYS

0 4. NUMBER OF INDIVIDUALS COUNSELED DUE TO REMANDS

**NON-ADR SETTLEMENTS DURING COUNSELING**

B. NON-ADR SETTLEMENTS WITH MONETARY BENEFITS

Number	Amount	Description
0	\$ 0.00	1. COMPENSATORY DAMAGES
0	\$ 0.00	2. BACKPAY/FRONTPAY
0	\$ 0.00	3. LUMP SUM PAYMENT
0	\$ 0.00	4. ATTORNEYS FEES AND COSTS
	\$	5
	\$	6
	\$	7

2 C. NON-ADR SETTLEMENTS WITH NON-MONETARY BENEFITS

**PART II FORMAL COMPLAINT ACTIVITIES**

90 A. COMPLAINTS ON HAND AT THE BEGINNING OF THE REPORTING PERIOD

42 B. COMPLAINTS FILED

2 C. REMANDS

134 D. TOTAL COMPLAINTS (sum of lines A+B+C)

107 E. COMPLAINTS IN LINE D THAT WERE **NOT** CONSOLIDATED

55 F. COMPLAINTS IN LINE E CLOSED DURING REPORT PERIOD

27 G. COMPLAINTS IN LINE D THAT **WERE** CONSOLIDATED

23 H. COMPLAINTS IN LINE G CLOSED DURING REPORT PERIOD

56 I. COMPLAINTS ON HAND AT THE END OF THE REPORTING PERIOD (Line D - (sum of Lines F+H))

38 J. INDIVIDUALS FILING COMPLAINTS

7 K. NUMBER OF JOINT PROCESSING UNITS FROM CONSOLIDATION OF COMPLAINTS

**PART III AGENCY RESOURCES, TRAINING, REPORTING LINE**

**A. AGENCY RESOURCES**

	NUMBER	PERCENT
<b>1. WORK FORCE</b>		
a. TOTAL WORK FORCE	10701	
b. PERMANENT EMPLOYEES	9666	
<b>2. COUNSELOR</b>		
a. FULL-TIME	0	0.00
b. PART-TIME	6	13.95
c. COLLATERAL DUTY	37	86.05
<b>3. INVESTIGATOR</b>		
a. FULL-TIME	0	0.00
b. PART-TIME	1	1.67
c. COLLATERAL DUTY	59	98.33
<b>4. COUNSELOR/INVESTIGATOR</b>		
a. FULL-TIME	0	0.00
b. PART-TIME	0	0.00
c. COLLATERAL DUTY	0	0.00

**B. STAFF TRAINING**

	COUNSELORS		INVESTIGATORS		COUNS/INVESTIG	
	AGENCY	CONTRACT	AGENCY	CONTRACT	AGENCY	CONTRACT
<b>1. NEW STAFF - TOTAL</b>	0	0	1	0	0	0
a. STAFF RECEIVING REQUIRED 32 OR MORE HOURS	0	0	1	0	0	0
b. STAFF RECEIVING 8 OR MORE HOURS, USUALLY GIVEN TO EXPERIENCED STAFF	0	0	0	0	0	0
c. STAFF RECEIVING NO TRAINING AT ALL	0	0	0	0	0	0
<b>2. EXPERIENCED STAFF - TOTAL</b>	43	0	59	0	0	0
a. STAFF RECEIVING REQUIRED 8 OR MORE HOURS	43	0	59	0	0	0
b. STAFF RECEIVING 32 OR MORE HOURS, GENERALLY GIVEN TO NEW STAFF	0	0	0	0	0	0
c. STAFF RECEIVING NO TRAINING AT ALL	0	0	0	0	0	0

**C. REPORTING LINE**

1. DOES THE EEO DIRECTOR REPORT TO THE AGENCY HEAD?

	YES	NO
	X	

2. IF NO, WHO DOES THE EEO DIRECTOR REPORT TO?

PERSON:

TITLE:

**PART IV. BASES AND ISSUES ALLEGED IN COMPLAINTS FILED**

ISSUES OF ALLEGED DISCRIMINATION	BASES OF ALLEGED DISCRIMINATION																TOTAL BASES BY ISSUE	TOTAL COMPLAINTS BY ISSUE <<NEW>>	TOTAL COMPLAINANTS BY ISSUE <<NEW>>
	RACE				COLOR	RELIGION	REPRISAL	SEX		NATIONAL ORIGIN		EQUAL PAY ACT		AGE	DISABILITY				
	AMER. INDIAN/ ALASKAN NATIVE	AMER. ASIAN/ PACIFIC ISLANDER	BLACK	WHITE				MALE	FEMALE	HISPANIC	OTHER	MALE	FEMALE		MENTAL	PHYSICAL			
A. APPOINTMENT/HIRE	0	0	2	1	0	0	1	0	1	0	0			0	0	0	5	5	5
B. ASSIGNMENT OF DUTIES	2	0	6	2	0	0	14	1	10	2	0			4	0	1	42	23	21
C. AWARDS	0	0	1	1	0	1	0	0	1	0	0			1	0	0	5	3	3
D. CONVERSION TO FULL TIME	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
E. DISCIPLINARY ACTION	0	1	5	0	0	0	10	0	1	1	1			3	1	0	23	13	12
1. DEMOTION	0	0	1	0	0	0	1	0	0	0	0			0	0	0	2	2	2
2. REPRIMAND	0	0	2	0	0	0	4	0	1	0	0			1	0	0	8	5	5
3. SUSPENSION	0	1	2	0	0	0	3	0	0	1	1			1	1	0	10	4	3
4. REMOVAL	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
5. Letter of Instruction	0	0	0	0	0	0	2	0	0	0	0			1	0	0	3	2	2
6. Referred to OPR	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
7. Oral Reprimand	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
F. DUTY HOURS	0	0	1	0	0	0	0	0	0	0	0			0	0	0	1	1	1
G. EVALUATION/APPRaisal	0	0	3	0	0	1	5	0	3	1	0			1	0	0	14	6	6
H. EXAMINATION/TEST	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
I. HARASSMENT	1	0	4	0	0	1	9	0	10	1	1			1	0	1	29	14	12
1. NON-SEXUAL	1	0	4	0	0	1	7	0	8	1	1			1	0	1	25	12	10
2. SEXUAL							2	0	2								4	2	2
J. MEDICAL EXAMINATION	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
K. PAY INCLUDING OVERTIME	1	0	0	0	0	0	3	0	2	1	0	1	1	1	0	0	10	3	3
L. PROMOTION/NON-SELECTION	0	0	4	1	0	0	4	2	3	0	0			2	0	3	19	11	11
M. REASSIGNMENT	0	0	1	1	0	0	3	0	4	1	0			2	0	1	13	4	4
1. DENIED	0	0	0	0	0	0	1	0	2	0	0			1	0	1	5	1	1
2. DIRECTED	0	0	1	1	0	0	2	0	2	1	0			1	0	0	8	3	3
N. REASONABLE ACCOMMODATION						0	1								0	1	2	1	1
O. REINSTATEMENT	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
P. RETIREMENT	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
Q. TERMINATION	0	0	1	0	0	0	4	0	2	2	2			2	1	2	16	7	7
R. TERMS/CONDITIONS OF EMPLOYMENT	1	0	2	0	0	0	9	0	4	2	0			2	0	1	21	9	7
S. TIME AND ATTENDANCE	0	0	1	0	0	0	3	0	3	1	0			0	0	1	9	5	4
T. TRAINING	1	0	3	0	0	0	2	0	1	0	0			0	0	0	7	4	4
U. OTHER (Please specify below)																			
1. OPR Investigation	1	0	0	0	0	0	2	0	1	1	0			0	0	0	5	2	2
2. Erroneous Information	0	0	0	0	0	0	1	0	0	0	0			0	0	0	1	1	1
3. Performance Improvement Plan	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
4. SAPP Score	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
5. Benefits	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0
TOTAL ISSUES BY BASES	7	1	34	6	0	3	71	3	46	13	4	1	1	19	2	11			
TOTAL COMPLAINTS FILED BY BASES	2	0	13	3	0	1	23	3	15	4	3	1	1	13	2	8			
TOTAL COMPLAINANTS BY BASES	2	0	13	3	0	1	23	3	15	4	3	1	1	12	2	8			

**PART V - SUMMARY OF CLOSURES BY STATUTE**

<b>A. STATUTE</b> (IF A SINGLE COMPLAINT HAS MULTIPLE STATUTES RECORD EACH ON THE APPROPRIATE LINE.)	
<u>78</u>	1. TITLE VII
<u>9</u>	2. AGE DISRIMINATION IN EMPLOYMENT ACT (ADEA)
<u>8</u>	3. REHABILITATION ACT
<u>1</u>	4. EQUAL PAY ACT (EPA)
<b>B. TOTAL BY STATUTES</b>	
<u>96</u>	THIS NUMBER MAY BE LARGER THAN THE TOTAL NUMBER OF COMPLAINTS CLOSED.
<small>(A1+A2+A3+A4)</small>	

**PART VI SUMMARY OF CLOSURES BY CATEGORY**

	TOTAL NUMBER	TOTAL DAYS	AVERAGE DAYS
<b>A. TOTAL NUMBER OF CLOSURES</b> (1+2+3)	78	34219	438.71
1. WITHDRAWALS	6	925	154.17
2. SETTLEMENTS	28	15487	553.11
3. FINAL AGENCY DECISIONS (B+C)	44	17807	404.70
<b>B. FINAL AGENCY DECISIONS <i>WITHOUT</i> AN ADMINISTRATIVE JUDGE DECISION</b> (1+2+3)	41	17264	
1. FINDING DISCRIMINATION	0	0	0.00
2. FINDING NO DISCRIMINATION	27	12415	459.81
3. DISMISSAL OF COMPLAINTS	14	4849	346.36
<b>C. FINAL AGENCY ACTIONS <i>WITH</i> AN ADMINISTRATIVE JUDGE (AJ) DECISION</b> (1+2+3)	3	543	
1. AJ DECISION FULLY IMPLEMENTED (a+b)	3	543	
(a) FINDING DISCRIMINATION	0	0	0.00
(b) FINDING NO DISCRIMINATION	3	543	181.00
2. AJ DECISION NOT FULLY IMPLEMENTED (a+b)	0	0	
(a) FINDING DISCRIMINATION (i+ii+iii)	0	0	0.00
i. AGENCY APPEALED FINDING BUT NOT REMEDY	0	0	0.00
ii. AGENCY APPEALED REMEDY BUT NOT FINDING	0	0	0.00
iii. AGENCY APPEALED BOTH FINDING AND REMEDY	0	0	0.00
(b) FINDING NO DISCRIMINATION	0	0	0.00
3. DISMISSAL OF COMPLAINTS	0	0	0.00

**PART VII      SUMMARY OF COMPLAINTS CLOSED WITH CORRECTIVE ACTION  
DURING FORMAL COMPLAINT STAGE**

	NUMBER	AMOUNT
<b>A. TOTAL COMPLAINTS CLOSED WITH CORRECTIVE ACTION</b>	28	
<b>B. CLOSURES WITH MONETARY BENEFITS</b>	8	\$ 208750.00
1. BACK PAY/FRONT PAY	2	\$ 4700.00
2. LUMP SUM PAYMENT	6	\$ 204050.00
<b>C. CLOSURES WITH NON-MONETARY BENEFITS</b>	15	
<b>D. CLOSURES WITH COMPENSATORY DAMAGES</b>	1	\$ 3000.00
<b>E. CLOSURES WITH ATTORNEY'S FEES AND COSTS</b>	4	\$ 132790.28
<b>F. TYPES OF CORRECTIVE ACTION</b>	NUMBER WITH	NUMBER WITH
	MONETARY BENEFITS	NON-MONETARY BENEFITS
1. HIRE	0	0
a. RETROACTIVE	0	0
b. NON-RETROACTIVE	0	0
2. PROMOTION	0	1
a. RETROACTIVE	0	0
b. NON-RETROACTIVE	0	1
3. DISCIPLINARY ACTION	0	0
a. RESCINDED	0	0
b. MODIFIED	0	0
4. REINSTATEMENT	2	0
5. REASSIGNMENT	3	2
6. PERFORMANCE EVALUATION MODIFIED	0	1
7. PERSONNEL FILE PURGED OF ADVERSE MATERIAL	1	1
8. ACCOMMODATION	0	4
9. TRAINING/TUITION/ETC.	0	10
10. LEAVE RESTORED	1	1
11. Inspection Report Not Used	0	0
12. Post a Notice	1	0
13. Performance Award	0	0

**PART VIII SUMMARY OF PENDING COMPLAINTS BY CATEGORY**

	NUMBER PENDING	NUMBER OF DAYS	AVERAGE DAYS	NUMBER OF DAYS PENDING FOR OLDEST CASE
A. TOTAL COMPLAINTS PENDING (SAME AS PART II Line I) (1+2+3+4)	56	32511		
1. COMPLAINTS PENDING WRITTEN NOTIFICATION	10	1258	125.80	179
2. COMPLAINTS PENDING IN INVESTIGATION	20	3894	194.70	947
3. COMPLAINTS PENDING IN HEARINGS	18	19667	1092.61	2099
4. COMPLAINTS PENDING A FINAL AGENCY DECISION	8	7692	961.50	1495

**PART IX SUMMARY OF INVESTIGATIONS COMPLETED**

	TOTAL	TOTAL DAYS	AVERAGE DAYS
A. INVESTIGATIONS COMPLETED DURING REPORTING PERIOD (1+3)	9	2646	
1. INVESTIGATIONS COMPLETED BY AGENCY PERSONNEL (a+b+c)	8	1666	208.25
a. INVESTIGATIONS COMPLETED IN 180 DAYS OR LESS	0	0	0.00
b. INVESTIGATIONS COMPLETED IN 181 - 360 DAYS	7	1291	184.43
c. INVESTIGATIONS COMPLETED IN 361 OR MORE DAYS	1	375	375.00
2. COST OF AGENCY INVESTIGATIONS	\$ 8496.00		
3. INVESTIGATIONS COMPLETED BY CONTRACTORS (a+b+c)	1	980	980.00
a. INVESTIGATIONS COMPLETED IN 180 DAYS OR LESS	0	0	0.00
b. INVESTIGATIONS COMPLETED IN 181 - 360 DAYS	0	0	0.00
c. INVESTIGATIONS COMPLETED IN 361 OR MORE DAYS	1	980	980.00
4. COST OF CONTRACTOR INVESTIGATIONS	\$ 1062.00		

**PART X SUMMARY OF ADR PROGRAM ACTIVITIES**

**INFORMAL PHASE (PRE-COMPLAINT)**

	COMPLAINTS	COMPLAINANTS	DAYS	AVERAGE DAYS
A. ADR PENDING FROM PREVIOUS REPORTING PERIOD	0	0		
B. INDIVIDUALS COUNSELED THROUGH ADR	16	16		
C. ADR ACTIONS FOR CURRENT REPORTING PERIOD				
1. ADR OFFERED	46	46		
2. REJECTED BY COMPLAINANT	42	42		
3. REJECTED BY AGENCY	1	1		
4. TOTAL ACCEPTED INTO ADR	3	3		
D. RESOURCES USED (1+2+3+4+5+6+7)	3	3		
1. INHOUSE	3	3		
2. ANOTHER FEDERAL AGENCY	0	0		
3. PRIVATE ORGANIZATIONS, CONTRACTORS, BAR ASSOCIATIONS, INDIVIDUAL VOLUNTEERS OR COLLEGE/UNIVERSITY PERSONNEL	0	0		
4. MULTIPLE RESOURCES USED (Please specify)	0	0		
5.				
6.				
7.				
E. ADR ATTEMPTS (1+2+3+4+5+6+7+8+9+10+11+12)	3	3	178	59.33
1. MEDIATION	3	3	178	59.33
2. SETTLEMENT CONFERENCES	0	0	0	0.00
3. EARLY NEUTRAL EVALUATIONS	0	0	0	0.00
4. FACTFINDING	0	0	0	0.00
5. FACILITATION	0	0	0	0.00
6. OMBUDSMAN	0	0	0	0.00
7. MINI-TRIALS	0	0	0	0.00
8. PEER REVIEW	0	0	0	0.00
9. MULTIPLE TECHNIQUES USED (Please specify)	0	0	0	0.00
10.				
11.				
12.				
F. STATUS OF CASES	COMPLAINTS	COMPLAINANTS	DAYS	AVERAGE DAYS
1. TOTAL CLOSED (a+b+c+d+e+f)	3	3	178	59.33
a. SETTLEMENTS WITH BENEFITS (Monetary and Non-monetary)	1	1	56	56.00
b. NO FORMAL COMPLAINT FILED	0	0	0	0.00
c. NO RESOLUTION	1	1	64	64.00
d. Withdrawal	1	1	58	58.00
e.				
f.				
2. OPEN INVENTORY - ADR PENDING	0	0	0	0.00
G. BENEFITS RECEIVED	COMPLAINTS	COMPLAINANTS	AMOUNT	
1. MONETARY (INSERT TOTAL)	0	0	\$ 0.00	
a. COMPENSATORY DAMAGES	0	0	\$ 0.00	
b. BACKPAY/FRONTPAY	0	0	\$ 0.00	
c. LUMP SUM	0	0	\$ 0.00	
d. ATTORNEY'S FEES AND COSTS	0	0	\$ 0.00	
e. Special Act Award	0	0	\$ 0.00	
f.			\$	
g.			\$	
2. NON-MONETARY (INSERT TOTAL)	1	1		
a. NEW HIRES	0	0		
b. PROMOTIONS	0	0		
c. REINSTATEMENTS	0	0		
d. EXPUNGEMENTS	0	0		
e. TRANSFERS	1	1		
f. REMOVALS RESCINDED AND VOLUNTARY RESIGNATIONS	0	0		
g. REASONABLE ACCOMMODATIONS	0	0		
h. TRAINING	0	0		
i. APOLOGY	0	0		
j. Leave	1	1		
k. Better Communication Methods	0	0		
l. Rating/Disciplinary Action Change	0	0		

**PART XI SUMMARY OF ADR PROGRAM ACTIVITIES**

**FORMAL PHASE**

	COMPLAINTS	COMPLAINANTS	DAYS	AVERAGE DAYS
<b>A. ADR PENDING FROM PREVIOUS REPORTING PERIOD</b>	6	6		
<b>B. ADR ACTIONS FOR CURRENT REPORTING PERIOD</b>				
1. ADR OFFERED	50	50		
2. REJECTED BY COMPLAINANT	35	35		
3. REJECTED BY AGENCY	5	5		
4. TOTAL ACCEPTED INTO ADR	10	10		
<b>C. RESOURCES USED (1+2+3+4+5+6+7)</b>	10	10		
1. INHOUSE	10	10		
2. ANOTHER FEDERAL AGENCY	0	0		
3. PRIVATE ORGANIZATIONS, CONTRACTORS, BAR ASSOCIATIONS, INDIVIDUAL VOLUNTEERS OR COLLEGE/UNIVERSITY PERSONNEL	0	0		
4. MULTIPLE RESOURCES USED (Please specify)	0	0		
5.				
6.				
7.				
<b>D. ADR ATTEMPTS (1+2+3+4+5+6+7+8+9+10+11+12)</b>	10	10	415	41.50
1. MEDIATION	8	8	275	34.38
2. SETTLEMENT CONFERENCES	2	2	140	70.00
3. EARLY NEUTRAL EVALUATIONS	0	0	0	0.00
4. FACTFINDING	0	0	0	0.00
5. FACILITATION	0	0	0	0.00
6. OMBUDSMAN	0	0	0	0.00
7. MINI-TRIALS	0	0	0	0.00
8. PEER REVIEW	0	0	0	0.00
9. MULTIPLE TECHNIQUES USED (Please specify)	0	0	0	0.00
10.				
11.				
12.				
<b>E. STATUS OF CASES</b>	<b>COMPLAINTS</b>	<b>COMPLAINANTS</b>	<b>DAYS</b>	<b>AVERAGE DAYS</b>
1. TOTAL CLOSED (a+b+c+d+e+f)	15	15	1237	82.47
a. SETTLEMENTS WITH BENEFITS (Monetary and Non-monetary)	11	11	1204	109.45
b. WITHDRAWAL FROM EEO PROCESS	0	0	0	0.00
c. NO RESOLUTION	4	4	33	8.25
d.				
e.				
f.				
2. OPEN INVENTORY - ADR PENDING	1	1	22	22.00
<b>F. BENEFITS RECEIVED</b>	<b>COMPLAINTS</b>	<b>COMPLAINANTS</b>	<b>AMOUNT</b>	
1. MONETARY (INSERT TOTAL)	4	4	\$ 16000.00	
a. COMPENSATORY DAMAGES	0	0	\$ 0.00	
b. BACKPAY/FRONTPAY	1	1	\$ 2950.00	
c. LUMP SUM	2	2	\$ 9050.00	
d. ATTORNEY'S FEES AND COSTS	1	1	\$ 4000.00	
e. QSI	0	0	\$ 0.00	
f.			\$	
g.			\$	
2. NON-MONETARY (INSERT TOTAL)	7	7		
a. NEW HIRES	0	0		
b. PROMOTIONS	1	1		
c. REINSTATEMENTS	1	1		
d. EXPUNGEMENTS	1	1		
e. TRANSFERS	2	2		
f. REMOVALS RESCINDED AND VOLUNTARY RESIGNATIONS	0	0		
g. REASONABLE ACCOMMODATIONS	0	0		
h. TRAINING	0	0		
i. APOLOGY	0	0		
j. Reassignment	1	1		
k. Performance Rating	1	1		
l.				

**PART XII SUMMARY OF ADR PROGRAM ACTIVITIES**

**TRAINING AND RESOURCES**

		NUMBER	TRAINED
<b>A. BASIC ADR ORIENTATION TRAINING</b>			
1.	MANAGERS	1615	1615
2.	EMPLOYEES	9086	9086
		NUMBER	
<b>B. EMPLOYEES THAT CAN PARTICIPATE IN ADR</b>		10701	
		NUMBER	
<b>C. IN HOUSE STAFF RESOURCES AVAILABLE FOR ADR</b>		22	
1.	FULL TIME	0	
2.	PART TIME	0	
3.	COLLATERAL DUTY	22	
		AMOUNT	
<b>D. ADR FUNDING SPENT</b>		\$ 9006.28	

**CERTIFICATION AND CONTACT INFORMATION**

I certify that the EEO complaint data contained on this report, EEOC Form 462, Annual Federal Equal Employment Opportunity Statistical Report of Discrimination Complaints, for the reporting period October 1, 2001 through September 30, 2002 are accurate and complete.

TYPED NAME AND TITLE OF CERTIFYING OFFICIAL:

SIGNATURE OF CERTIFYING OFFICIAL:

TYPED NAME AND TITLE OF PREPARER: Donna Gray-Flowers, Administrative Specialist

SIGNATURE OF PREPARER:

DATE: 11/13/2002

TELEPHONE NUMBER: 202-514-3982

E-MAIL: Donna.flowers@usdoj.gov

This report is due to the following address on or before October 31st:

*U.S. Equal Employment Opportunity Commission  
Office of Federal Operations  
Federal Sector Programs  
1801 L Street, NW  
Washington, DC 20507*

## Appendix A - Comments

### Part 1

There was an increase in the total number of informal complaints filed.

### Part 2

There was an increase in the number of formal complaints filed.

### Part 3

New counselor's were trained during this reporting period.

### Part 6

There was an increase in FAD's w/o ALJ's.

More cases were settled and FAD's were received on older cases during this report period.

More FAD's were received during this reporting period.

### Part 7

Total number is up due to settlement agreements.

Number of cases is up due to settlement and FAD's received.

More older cases settled or FAD's received during this report period.

Amount is due to the settlement agreements.

### Part 8

Average days are high due to the time spent pending final agency decisions.

Average days are high due to the time spent pending final agency decisions.

Average days are high due to the time spent pending final agency decisions.

Average days are high due to the time spent pending final agency decisions.

More investigations were completed through the agency during this report period.

Average days are high due to the time spent pending final agency decisions.

### Part 9

Average days vary case by case.

### Part 10

Mediation was used more during this reporting period.

Mediation was used more during this reporting period.

More informal complaints were filed, but did not become formal.

More informal complaints were filed, but did not become formal.

Average days varied case by case.

Average days varied case by case.

Average days varied case by case.

More informal complaints were filed, but did not become formal.

More informal complaints were filed, but did not become formal.

Mediation was used more during this reporting period.

### Part 11

Monetary benefits were paid out during settlement.

ADR was offered to more complainants this reporting period.

ADR was offered to more complainants this reporting period.

Average days vary case by case.

ADR was offered and accepted to more formal complaints then previous year.

More complaints were accepted into ADR at the formal stage of processing.

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